State Information Technology Update
J. Clark Kelso
State Chief Information Officer
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We have made enormous progress over the last several months on several of our major strategic initiatives. Here are just a few of what I consider the most important highlights:

IT Workforce Classification and Testing. AB 2241, which permits SPB to authorize the use of skills-based certifications for IT classifications, has been signed by the Governor. Our initiative to modernize the IT classification and testing systems is proceeding on track. We continue to work closely with SEIU, the Department of Personnel Administration and the State Personnel Board on this project.

Leadership Training Program. The State and Consumer Services Agency, the Department of Personnel Administration, and the State CIO are sponsoring the new "Leadership for the Government Executive Certificate Program" offered through Sacramento State University. The program, which begins this fall, provides a forum to facilitate and sustain government transformation. Scholars, guest speakers and experienced leaders will share examples of best practices and leadership lessons from their public and private sector experiences. This is an ideal program to help us prepare our next generation of public sector leaders. Information about the program is available on the State CIO website at www.cio.ca.gov.

DTS Reauthorization and State CIO's Office. The Department of Technology Services was established by a Governor's reorganization plan. SB 834, which has passed both houses and awaits gubernatorial action, reauthorizes the Department of Technology Services with only minor changes in the statutory language. In addition, SB 834 contains a new section creating the Office of the State Chief Information Officer and establishing the State Chief Information Officer as a Cabinet-level office appointed by the Governor subject to Senate confirmation. The new office would have the following statutory duties:

(1) Advising the Governor on the strategic management and direction of the state's information technology resources.
(2) Minimizing overlap, redundancy, and cost in state operations by promoting the efficient and effective use of information technology.
(3) Coordinating the activities of agency information officers, agency chief information officers, and the Director of Technology Services for purposes of integrating statewide technology initiatives, ensuring compliance with information technology policies and standards, and promoting alignment of information technology resources and effective management of information technology portfolios.
(4) Working to improve organizational maturity and capacity in the effective management of information technology.
(5) Establishing performance management and improvement processes to ensure state information technology systems and services are efficient and effective.

Director of e-Services. The State and Consumer Services Agency has agreed to dedicate the time and expertise of its Agency Information Officer, Andrew Armani, to serve as the Director of e-Services, responsible for:

- Leading the effort to redesign and refresh the State's web portal pages (i.e., the State's home page – www.ca.gov – and the links immediately off of the home page);

- Coordinating the continued development of State policies and approved templates for departmental web pages; and,

- Assisting departments in the redesign and refresh of their own web pages.

As set forth in our strategic plan (available at www.cio.ca.gov), our overall goal is to improve access to government services by expanding and upgrading our web presence. In general, the State's customer service should be characterized by services that are courteous, trustworthy and responsive as documented in Government Services on the Web: "California In-Touch". With millions of Californians increasingly turning to the web for information and to complete consumer and business transactions, the State can keep pace with public expectations only by improving the quality of customer interactions on our web pages, by expanding the amount of information available, and the number of transactions that are possible on the web.

To be successful, this effort is going to require significant collaboration across departments, since many departments do not have all of the expertise that is necessary to create user-friendly and user-focused web pages. Under Mr. Armani's leadership, we will be developing both web-based tools and consulting resources that departments will be able to draw upon in completing their own web page refresh and redesign. At times, we may need to call upon some of our larger departments to share their resources and expertise with other departments.

The redesign and refresh of the State's web portal pages (i.e., www.ca.gov and its associated pages) will take place over the next six to nine months. To accomplish this task, Mr. Armani will be establishing several "design teams" responsible for establishing the organization, content and presentation of the portal pages. The teams will include expertise in content and communications, usability, graphics art, accessibility and technical implementation. The Department of Technology Services will provide its portal resources in support of this effort, and Mr. Armani will be contacting a few other Agencies and departments to fill out the teams needed.

As for web policy development, we have made substantial progress during the last year in establishing a policy framework for development and maintenance of the State's web presence. We have adopted a "federated" governance model pursuant to which general policies and templates will be established centrally using a collaborative policy-making process and actual implementation will occur at the Agency and departmental level.

The State's web presence has been in a condition of suspended animation for about four years. We have used that time to establish what we believe will be a more sustainable governance and policy framework for the long-term, continued improvement of our web-based customer services. We are now at the point when detailed planning for implementation, and execution of our plans, can take place.